



Iowa Utilities Board

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- IUB/OCA LEED Platinum Building



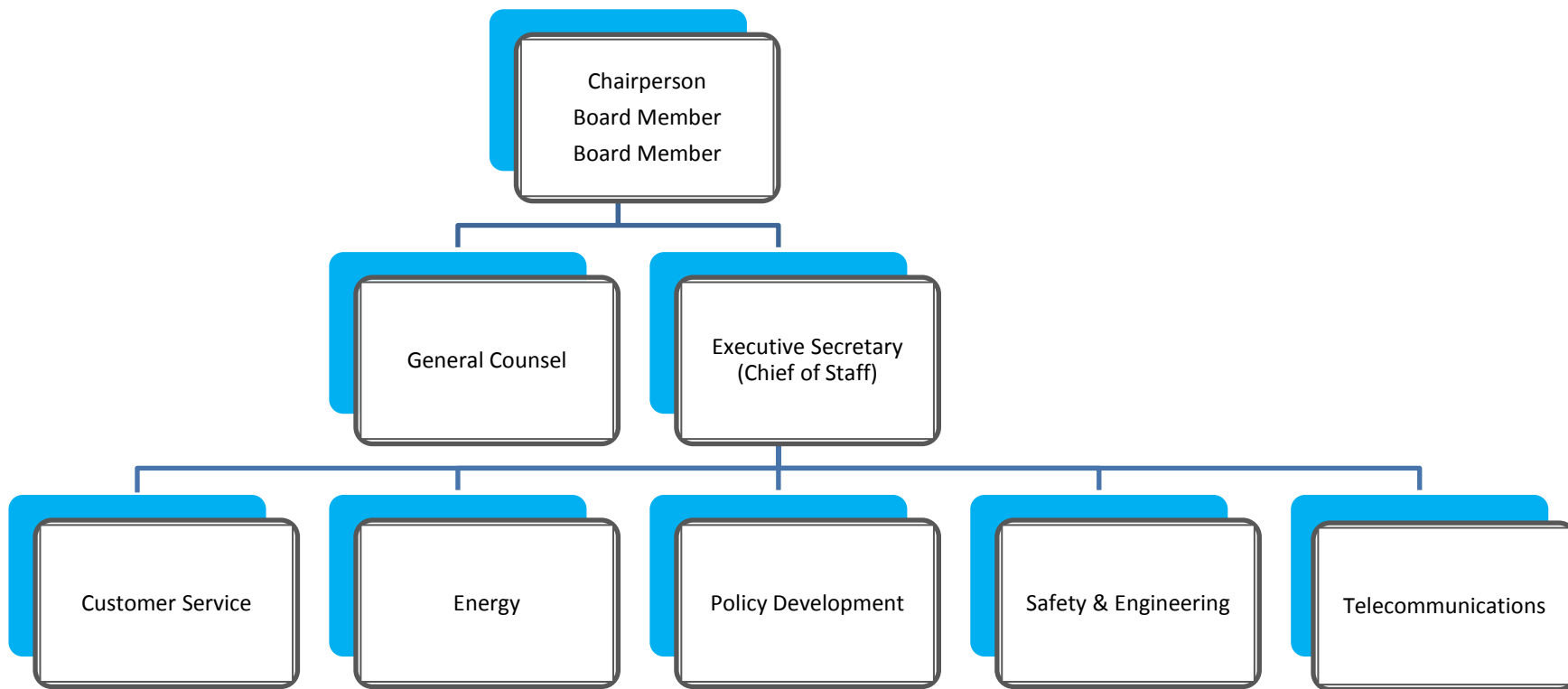
Mission/Vision

Mission: The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans.

Vision: The Iowa Utilities Board is valued as the regulatory expert and solutions-oriented partner in electric, natural gas, and telecommunications issues.



Iowa Utilities Board





What We Regulate

- Electricity
 - IOUs for rates, service, safety, and disconnection
 - RECs for service, safety, and disconnection
 - Municipal utilities for safety and disconnection
 - Certify electric power generation (>25MW)
 - Grant electric transmission franchises (>69kV)
- Gas
 - IOUs for rates, service, safety and engineering standards, and disconnection
 - RECs for service, safety, and disconnection
 - Municipal utilities for safety and disconnection
 - Permitting and safety of intrastate pipelines
- Telecommunications
 - All local exchange carriers for local exchange service quality and intrastate access services
 - Long distance and wireless carriers not regulated
- Water
 - One investor-owned water utility for rates and service



Who We Regulate (Gas, Electric, Water, Telephone)

- 2 Investor-Owned Electric Utilities
- 136 Municipal Electric Utilities
- 45 Rural Electric Cooperatives
- 4 Investor-Owned Natural Gas Utilities
- 51 Municipal Gas Utilities
- 3 Large Local Exchange Carriers of Telecom Services
- 260 Independent and Competitive Local Exchange Service Providers of Telecom Services
- 1 Investor-Owned Water Utility



Customer Service

- About 4,500 customer initiated contacts in 2011
 - Includes about 500 written complaints, whether web-based, emailed, or mailed
- We can help with
 - Billing disputes
 - Slamming and cramming complaints
 - Nonpayment of bills
 - Disconnection
 - Deceptive practices
 - Winter moratorium and low-income assistance



IUB Management Efficiency

- 2009 Transmission Kaizen
 - 2011 Awardee – Iowa Business Council's Iowa Partners in Efficiency Award
- 2010 Customer Service Kaizen
 - Reduced steps in complaint handling by 36 percent
- Moving to electronic payment system for assessments



Budget and Staffing

FY2008 - FY2013

	Appropriation (Millions)	FTEs
FY 2008	\$7.57	70
FY 2009	\$7.79	68
FY 2010	\$7.79	67
FY 2011	\$8.17	68
FY 2012	\$8.17	64
FY 2013	\$8.17	64

Note: IUB budget is not a General Fund appropriation

IUB/OCA LEED Platinum Building



IUB/OCA LEED Platinum Building

- Project was constructed on budget of \$9.8M.
- The State of Iowa has an asset at no General Fund cost. The Iowa Utilities Board and Office of Consumer Advocate pay the debt service cost instead of rent.

IUB/OCA LEED Platinum Building

- Energy Savings exceed aggressive goal.
Compared to building built to code:
 - 68% overall reduction in energy consumption
 - With 43.2 KW photovoltaic array, 71% reduction in purchased power
- At Iowa's average commercial rate of 8.37 cents/kWh, energy savings would add up to \$54,200 annually

IUB/OCA LEED Platinum Building

- Numerous awards, including:
 - 2012 Top Ten Green Building Award – American Institute of Architects (AIA) Committee on the Environment (COTE)
 - AIA Central States Region Merit Award
 - AIA Iowa Merit Award
 - AIA Kansas Merit Award
 - AIA Kansas City Merit Award
 - Built Environment Award – Des Moines' Environmental Impact Awards

IUB/OCA LEED Platinum Building

- IUB PV array has out-performed ratings, producing at 14.7% capacity factor, providing 18% of building energy
 - Panels were rated at 11.1% capacity factor, goal was to provide 12.0% of building energy.
- Inflation-adjusted payback at state average electricity rate is 20 years, including Federal grant.